

311 Service Request Overview for City Council

Month August, 2012



Dear Council Members,

311 is an important component of Philadelphia's customer service strategy. The following report provides information about the service requests for which your constituents are contacting 311 . We have used incident addresses to map calls, e-mails, etc. from your district and have provided the Top Ten (10) service related reasons people contacted 311 during the month of August 2012.

Appendix A provides information related to the specific data gathering approach.

Appendix B provides additional information on each "Top 10" category – including a breakdown of which districts drive calls for that service request. This data might be powerful for you when addressing interest groups or considering focus points.

Appendix C provides definitions of the service requests referred to in this report.

We would be pleased to host a 311 center visit or come to your neighborhood meetings to describe more about our customer service approach more broadly and 311 more specifically. We would also be happy to answer any questions about this report.

Regards,

Sheryl Johnson

311 Contact Center Operations Manager

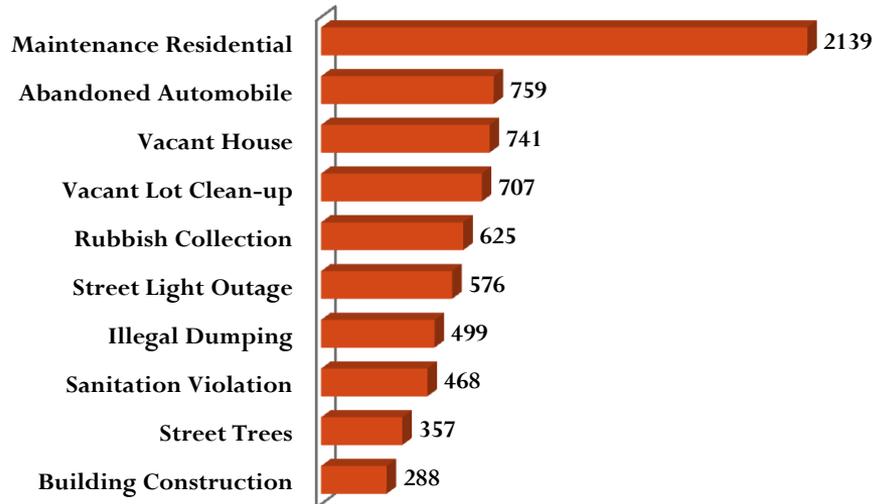
311 Overview: City of Philadelphia

Month Ending August 31, 2012

Summary for City of Philadelphia: All data included for the City of Philadelphia, as well as each City Council District is compiled from valid Philadelphia addresses only. If an invalid address was given, that data is not included. See Data Definition Appendix A at the end of this presentation.

Top Ten Service Requests

Citywide Service Request



Total Top 10 Requests	7159
Total All Requests	10640

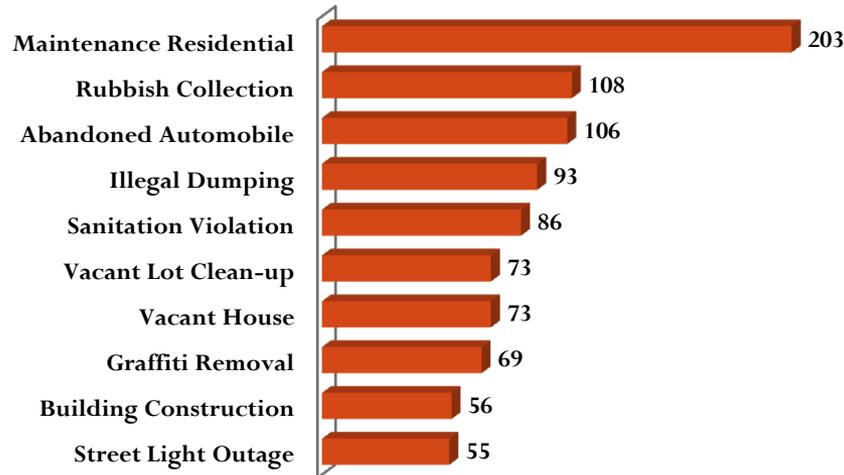
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 1

The following 311 data provides an overview of customer requests for service from 8/1/12 – 8/31/12

Top Ten Service Requests

of Request



Total Top 10 Requests	922
Total All Requests	1440

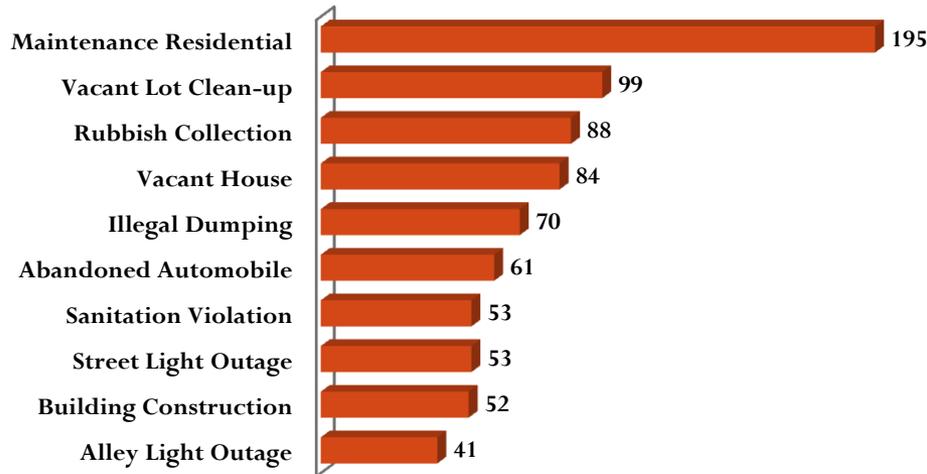
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 2

The following 311 data provides an overview of customer requests for service from 8/1/12 – 8/31/12

Top Ten Service Requests

of Request



Total Top 10 Requests	796
Total All Requests	1214

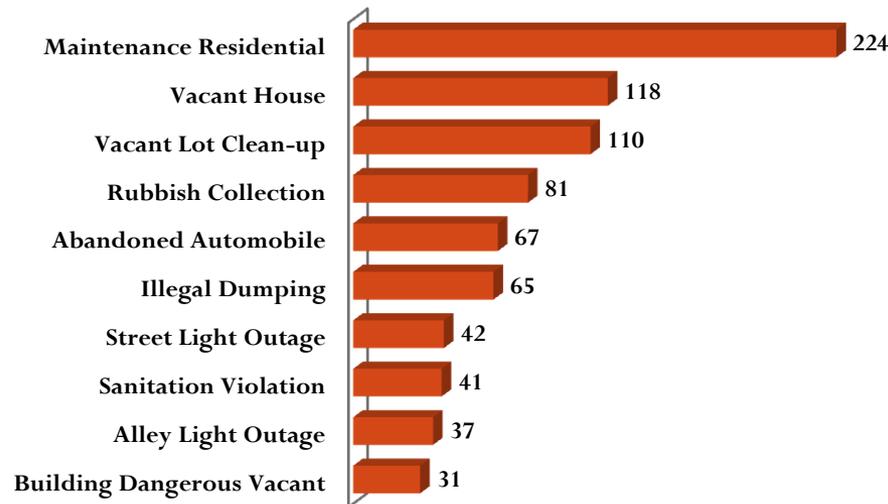
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 3

The following 311 data provides an overview of customer requests for service from 8/1/12 – 8/31/12

Top Ten Service Requests

of Request



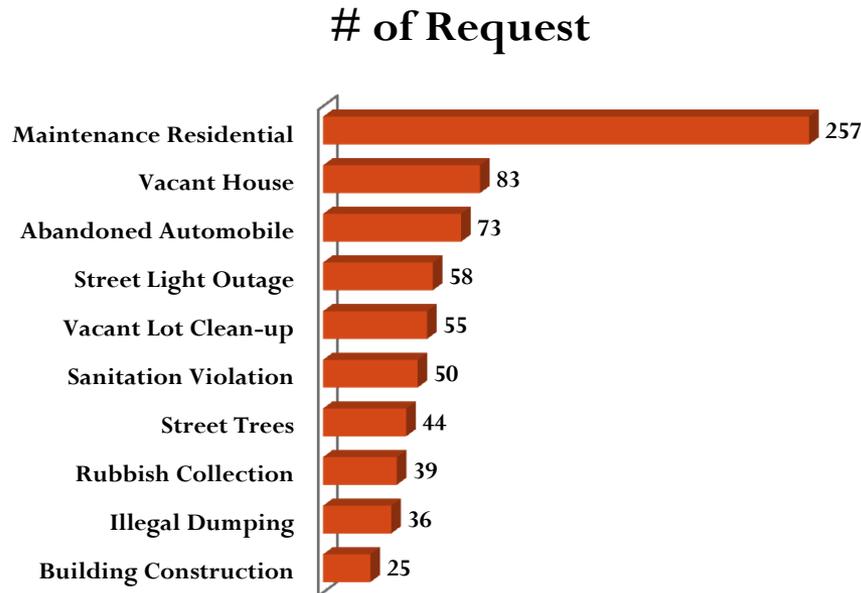
Total Top 10 Requests	816
Total All Requests	1163

* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 4

The following 311 data provides an overview of customer requests for service from 8/1/12 – 8/31/12

Top Ten Service Requests



Total Top 10 Requests	720
Total All Requests	1062

* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 5

The following 311 data provides an overview of customer requests for service from 8/1/12 – 8/31/12

Top Ten Service Requests

of Request



Total Top 10 Requests	884
Total All Requests	1302

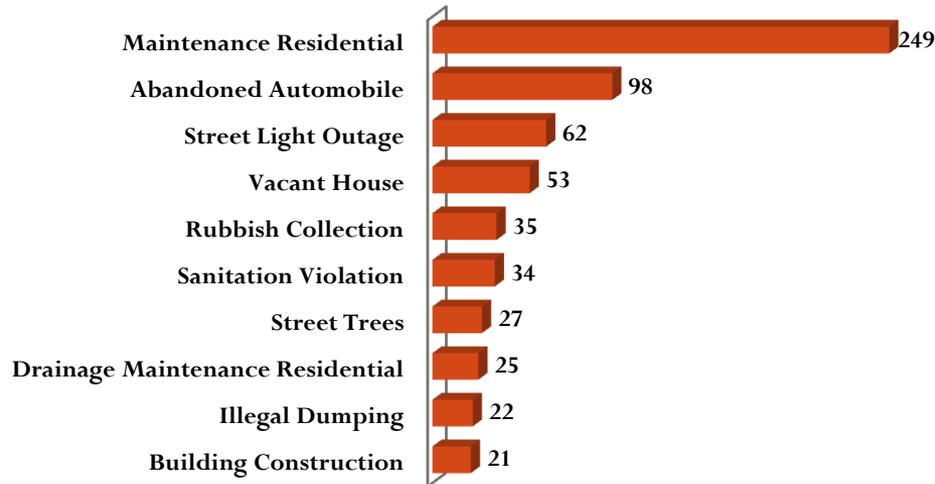
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 6

The following 311 data provides an overview of customer requests for service from 8/1/12 – 8/31/12

Top Ten Service Requests

of Request



Total Top 10 Requests	626
Total All Requests	899

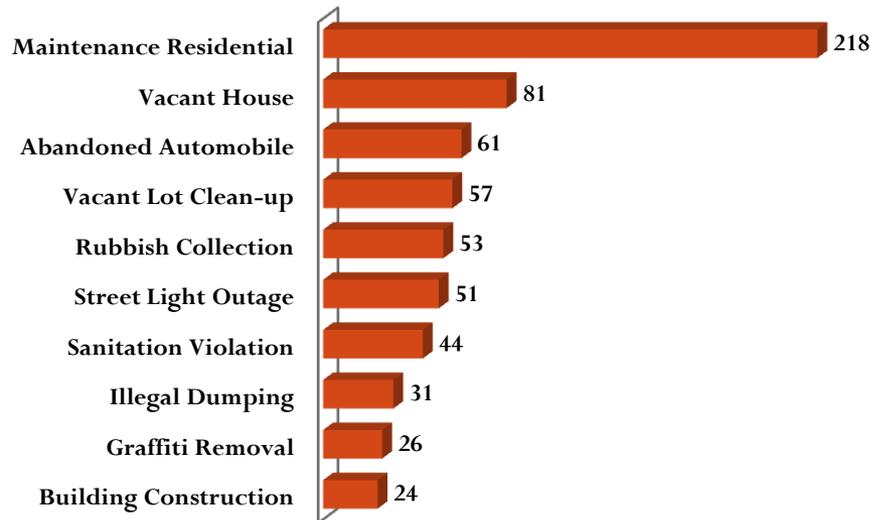
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 7

The following 311 data provides an overview of customer requests for service from 8/1/12 – 8/31/12

Top Ten Service Requests

of Request



Total Top 10 Requests	646
Total All Requests	936

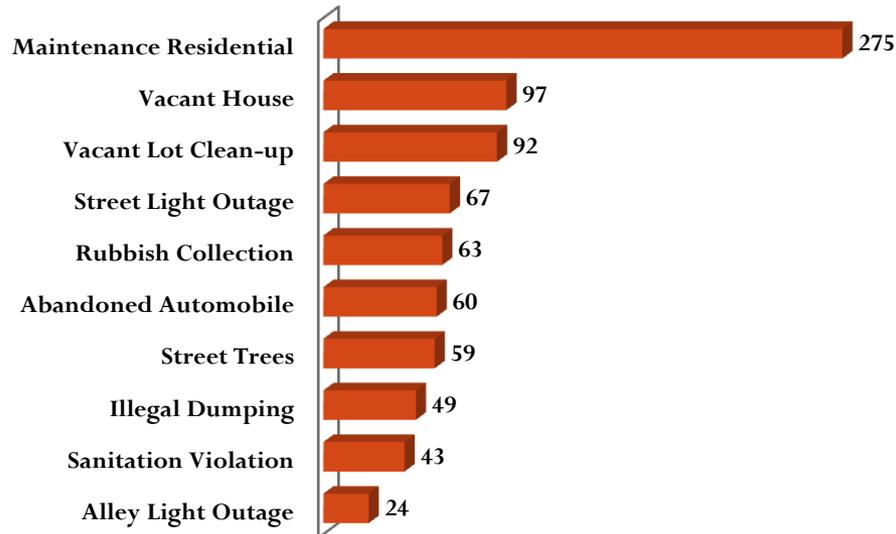
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 8

The following 311 data provides an overview of customer requests for service from 8/1/12 – 8/31/12

Top Ten Service Requests

of Request



Total Top 10 Requests	829
Total All Requests	1136

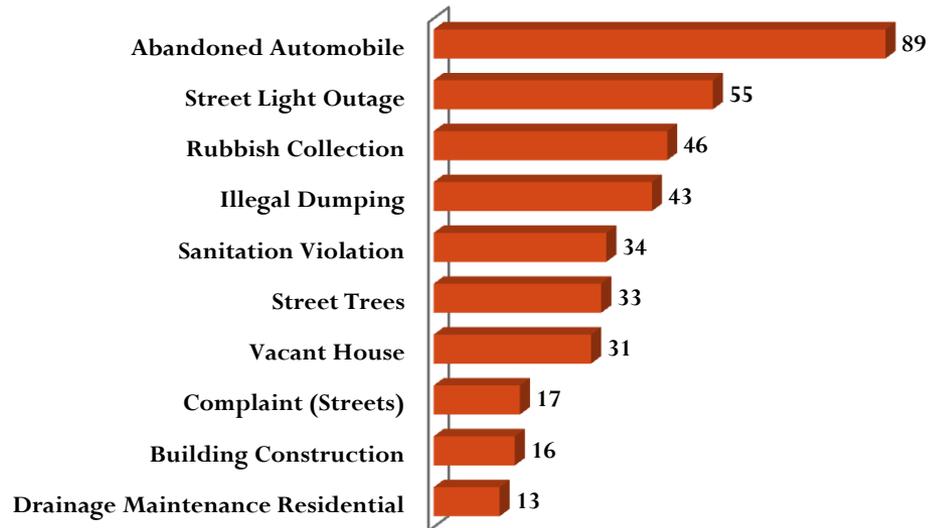
* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 9

The following 311 data provides an overview of customer requests for service from 8/1/12 – 8/31/12

Top Ten Service Requests

of Request



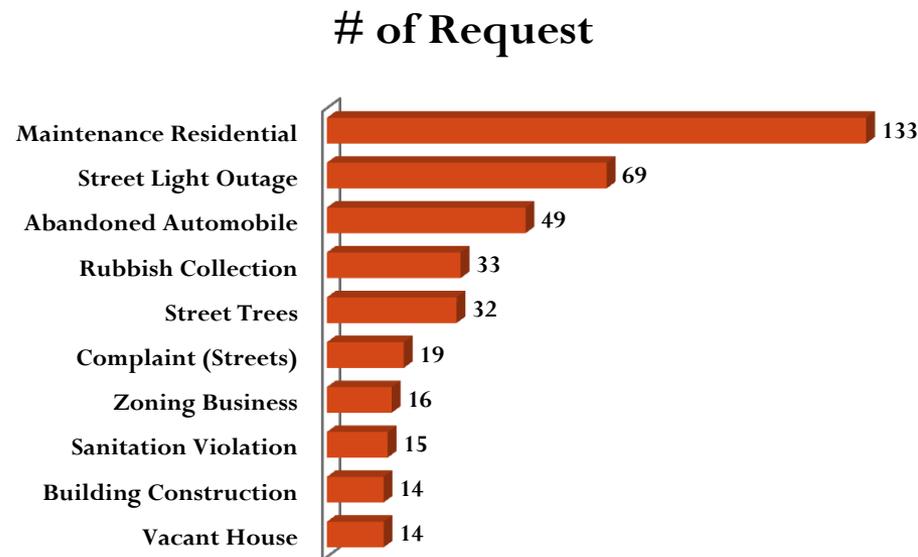
Total Top 10 Requests	377
Total All Requests	783

* please refer to Appendix B for additional data on each "Top 10" category

311 Overview: District 10

The following 311 data provides an overview of customer requests for service from 8/1/12 – 8/31/12

Top Ten Service Requests



Total Top 10 Requests	394
Total All Requests	520

* please refer to Appendix B for additional data on each "Top 10" category

Appendix A: Data Definition

How the figures and charts are derived

311 is able to identify district activity by tracking the incident address for calls, in-person visits, etc. regarding requests for services. In mapping the activity to Council districts, we took the following approach:

1. We pull data from the 311 Database for all Service Request added during the month. GIS mapping software determines the Council District for each request based on the Incident Address.
2. NOTE: 2% of service requests for the period 8/1/12 – 8/31/12 contained an address not recognized by GIS. These are not included in the reports. However, please be assured that service was provided for these requests.

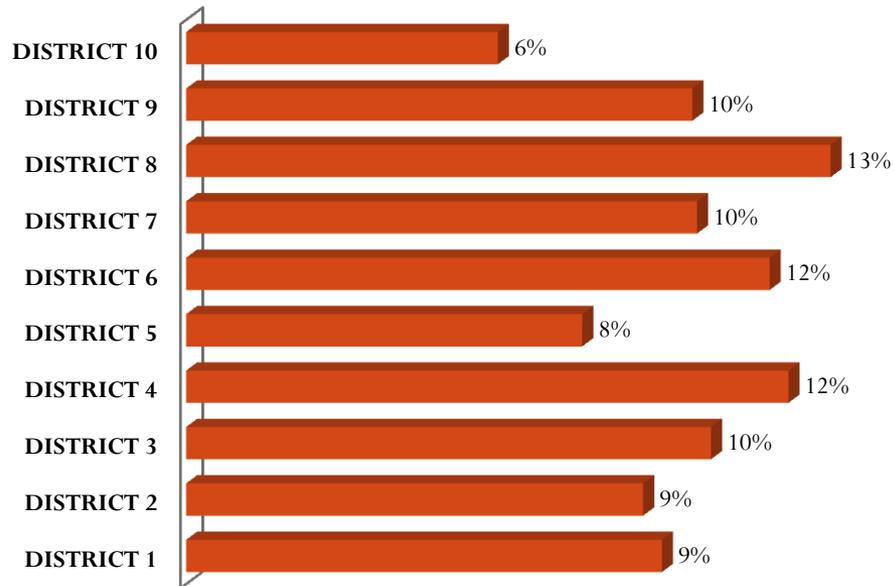
Appendix B

Maintenance Residential

(first on the list of top 10 Service Request)

This slide provides an overview of maintenance residential requests by district

% of Total



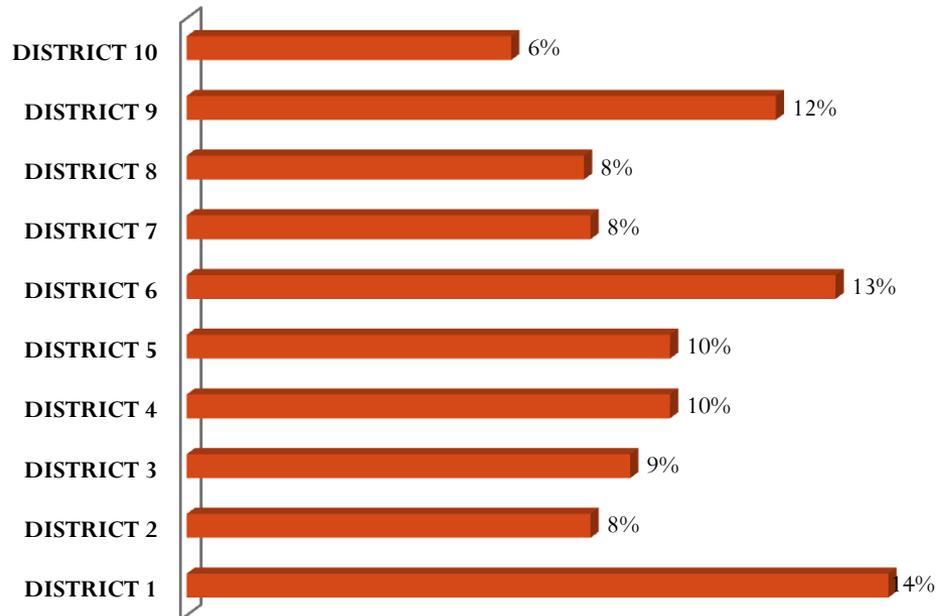
Appendix B

Abandoned Auto

(included on 2 of 10 Council Districts' Top 10 lists)

This slide provides an overview of abandoned auto requests by district.

% of Total



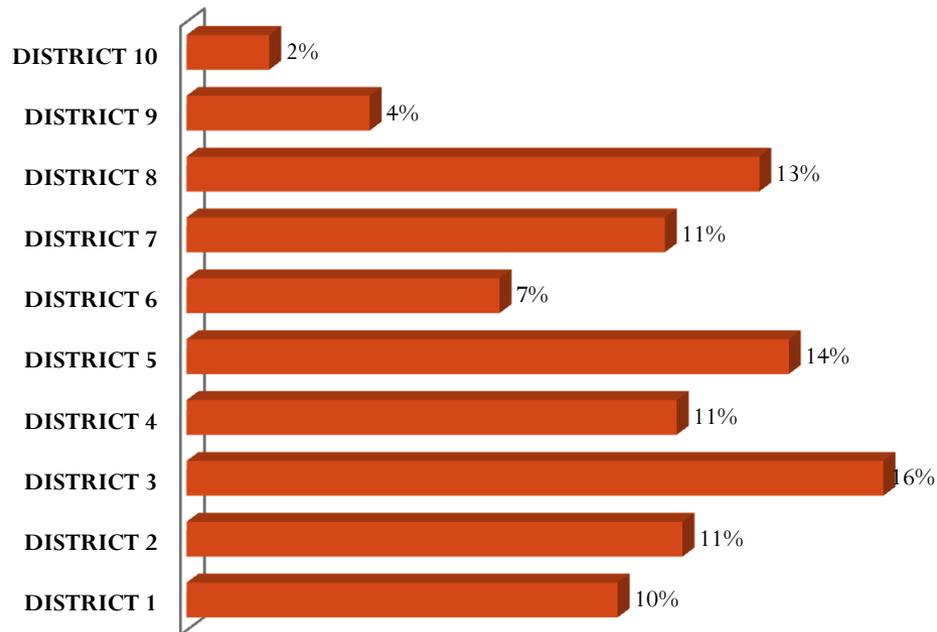
Appendix B

Vacant House

(included on 3 of 10 Council Districts' Top 10 lists)

This slide provides an overview of vacant house requests by district.

% of Total



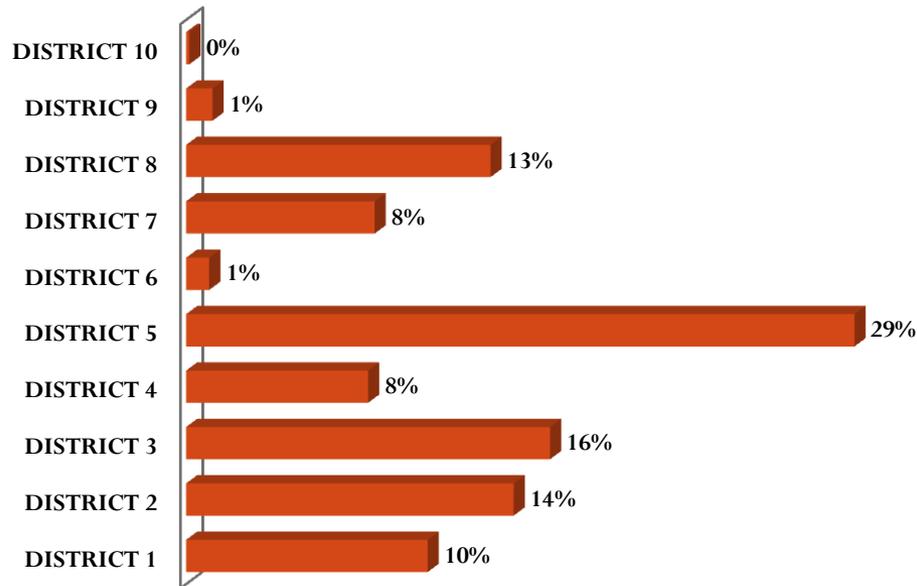
Appendix B

Vacant Lot Clean-up

(included on 4 of 10 Council Districts' Top 10 lists)

This slide provides an overview of rubbish collection requests by district.

% of Total



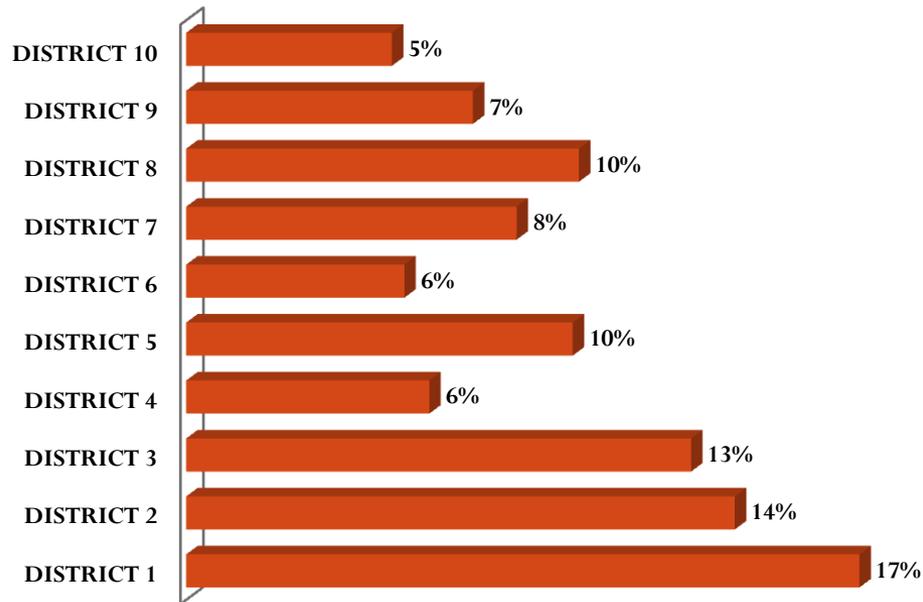
Appendix B

Rubbish Collection

(included on 5 of 10 Council Districts' Top 10 lists)

This slide provides an overview of sanitation violation requests by district.

% of Total



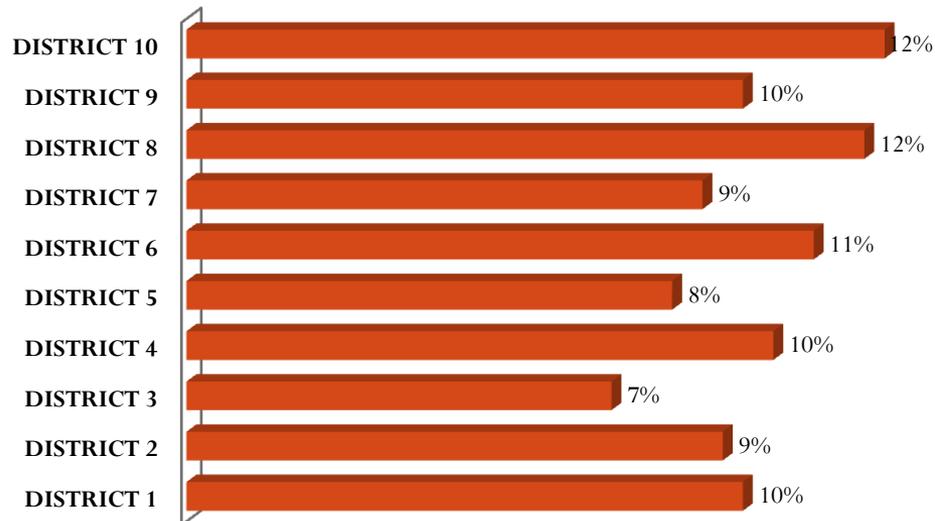
Appendix B

Street Light-Outage

(included on 6 of 10 Council Districts' Top 10 lists)

This slide provides an overview of street light outage requests by district.

% of Total



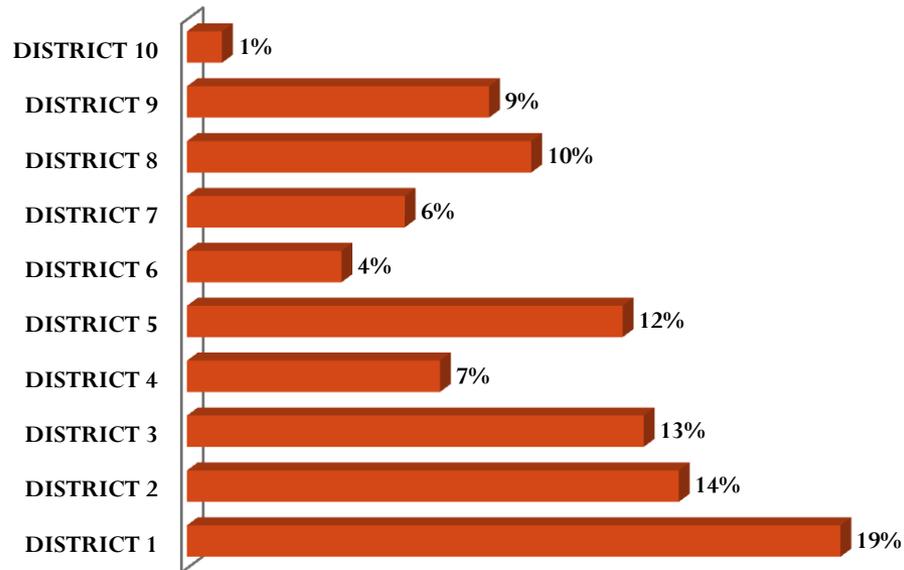
Appendix B

Illegal Dumping

(included on 7 of 10 Council Districts' Top 10 lists)

This slide provides an overview of illegal dumping requests by district.

% of Total



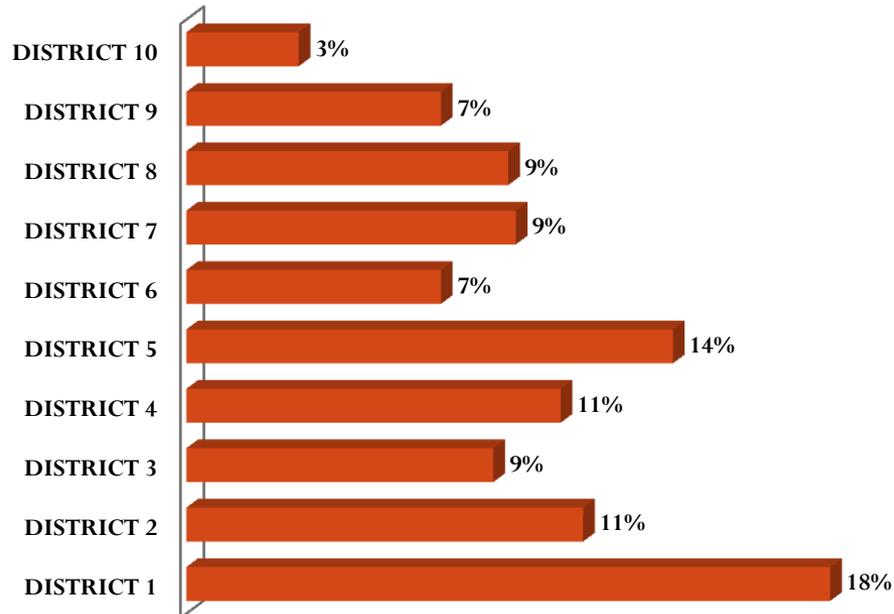
Appendix B

Sanitation Violation

(included on 8 of 10 Council Districts' Top 10 lists)

This slide provides an overview of street tree requests by district.

% of Total



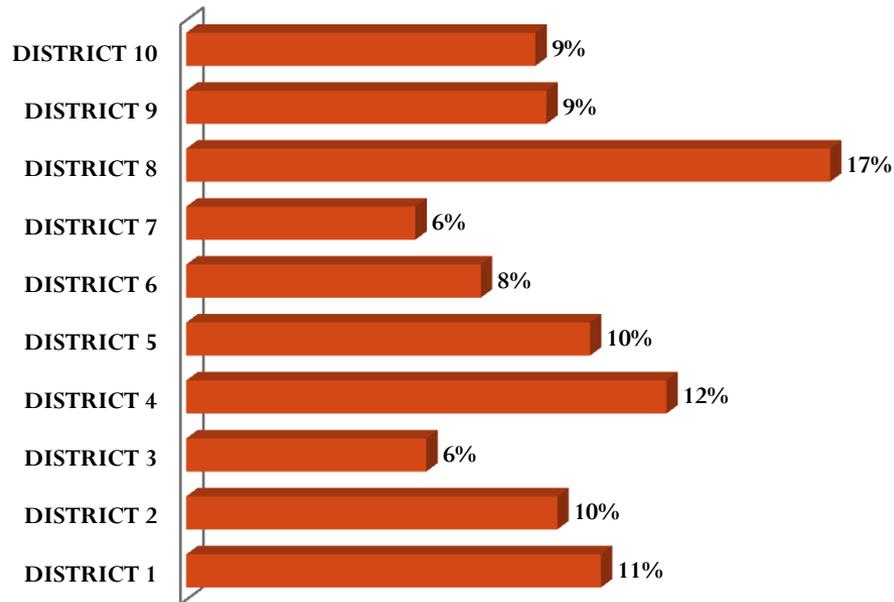
Appendix B

Dangerous Trees

(included on 9 of 10 Council Districts' Top 10 lists)

This slide provides an overview of dangerous building requests by district.

% of Total



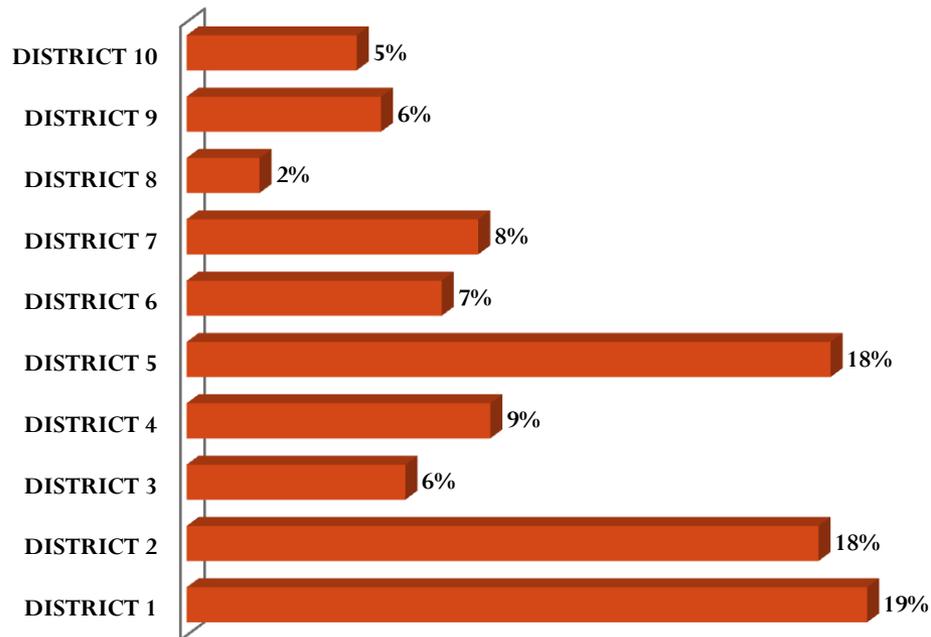
Appendix B

Building Construction

(included on 10 of 10 Council Districts' Top 10 lists)

This slide provides an overview of vacant lot requests by district.

% of Total



Appendix C: Service Request Definitions

- **Abandoned Auto:** Vehicle that appears to be abandoned
- **Building Construction:** Problems with building construction including no permits
- **Building Dangerous:** Building causing a possible dangerous situation
- **Dangerous Tree:** Live tree causing damage to adjoining property
- **Ditch:** Man-made hole in street needing repair
- **Drainage Maintenance:** Property with external sewage issues
- **Illegal Dumping:** Dumping of debris on street or public area
- **Graffiti Removal:** Building or other surface needing graffiti removed
- **Maintenance Residential:** Residence with Interior or External maintenance issues
- **Rubbish Collection:** Trash that was not picked up on designated trash day
- **Sanitation Violation:** Trash that was not put out correctly
- **Street Light – Other:** Street light needing wiring or other type of work

Appendix C: Service Request Definitions

- **Street Light Outage:** Street light needing bulb replacement
- **Street Tree:** Tree between sidewalk & curb needing maintenance
- **Traffic Other:** Traffic light request where immediate repair is not needed
- **Traffic Signal Emergency:** Traffic signal needing immediate repair
- **Vacant House:** Building that needs to be cleaned & sealed
- **Vacant Lot Clean-up:** Vacant lot needing clean-up or debris removal
- **Zoning Business:** A business operating without proper licenses or zoning